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IN THE UNITED STATE PATENT AND TRADEMARK OFFICE

Applicant: Harrison)
Serial No. 08/919,450) Examiner: Nguyen, Cuong H.
Filed: August 28, 1997) Art Unit: 3625
Title: System And Method For) Attny Docket: 10547.15US1
Computer-Aided Technician)
Dispatch And)
Communication)

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APR 03 2003

GROUP 3600

Assistant Commissioner for Patents
Washington, D.C. 20231

Dear Sir:

In response to the Office Action dated January 2, 2003, please amend the claims
and consider the following remarks.